

DEPARTMENT OF LABOR
JOB OPPORTUNITY
CONNECTICUT CAREERS TRAINEE
HAMDEN & HARTFORD JOB CENTERS/HARTFORD CALL CENTER

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public

Locations: Hamden Job Center, Hartford Call Center, Hartford Job Center

Job Posting No: Hamden Job Center (617), Hartford Call Center (621), Hartford Job Center (622)

Hours: Full-time (40 hours per week)

Salary: Bachelor's Degree Master's Degree
\$41,728 (SH 15-1) \$43,237 (SH 15-2)

Closing Date: Two weeks after posting

Eligibility Requirement: Possession of a Bachelor's or Master's Degree*

Note: Anticipated vacancies are in our Job Centers performing employment services duties and in our Call Centers performing the determination of Unemployment Benefits (See below for specific duties.) On the Application for Employment (CT-HR-12) you must indicate the Job Posting Number(s) for the Location(s) you want to apply for. Please see above for the Job Posting Numbers. (You need to submit only one application even if you are applying for more than one job number. Do not submit multiple applications.)

Call Center Duties: Serves as a front line service provider for all services necessary for determination of monetary eligibility for Unemployment Compensation benefits; reviews benefit application and secures additional data needed; analyzes work history to determine appropriate benefit program; assesses need for non-monetary hearing based on reason for separation or any barriers to employability; makes appropriate adjustments to system wage file or refers to a field auditor as needed; processes adjustments to claims, investigates and resolves held claims and exceptions; performs other related duties.

Job Center Duties: Provides information, referral, assessment, eligibility determinations and certification for all Job Service Employment and Training programs; determines barriers to employment; assesses needs and refers client to employment counseling, training, employment planning or other support services; develops job opportunities for clients whose skills do not match current listings; periodically assesses continuing eligibility; assists in developing work search plan; customizes and conducts job search and vocational exploration workshops; works with employers to seek, place and follow up on workers with appropriate skills; provides services, including outreach services, to specialized client groups as assigned; provides and explains information on programs, procedures, policies, laws and regulations to clients, employers and others as appropriate; may assist in training new or lower level staff; performs related duties as required.

Note: After successful completion of a training period normally one-year in duration individuals are eligible for promotion to Labor Department Community Services Representative (SH -17).

Important Notice: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Note: An ideal candidate for the Job Center vacancies will have fifteen (15) semester hours in vocational guidance, counseling, psychology, sociology or other courses related to counseling. An ideal candidate for the Call Center Vacancies will have prior experience working in a call center environment. Both Job Center and Call Center vacancies require good interpersonal, oral, written communication and analytical skills; ability to use automated systems ; ability to understand, apply and explain relevant laws, regulations, policies, programs and procedures. Bi-lingual English/Spanish applicants encouraged to apply.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, State of Connecticut Application for Examination or Employment (CT-HR-12), and the Connecticut Department of Labor Pre-Authorization and Release form (immediately follows this job announcement) which includes a statement regarding the Guide to the Code of Ethics for Public Officials and State Employees. Current state employees are required to submit their last two service ratings. Current Department of Labor employees are not required to submit the Pre-Authorization and Release form. The CT-HR-12 can be downloaded from the DAS website at <http://www.das.state.ct.us/cr1.aspx?page=13>. Reference Job Posting Numbers (617, 621 and 622). You must list the job number(s) for each unit for which you are interested in being considered. Applications will not be considered if incomplete, missing materials, or not received or postmarked by the above closing. Submit via mail to:

Department of Labor-Human Resources
200 Folly Brook Boulevard
Wethersfield, CT 06109
FAX NUMBER (860) 263-6699

Please note: If you are choosing to fax your application, it is not necessary to also send an original copy. Due to the large number of expected candidates we cannot confirm receipt of application materials. Not all individuals who apply will be granted an interview.

**You do not have to supply evidence of your degree (an official college/university transcript) with your application package. However, this information will be required before the bona fide offer can be made. If your degree is from the outside of the United States, you must submit certification from an accreditation service agency. The accreditation services agency must certify that your degree equates to a bachelor's or master's degree from an accredited American school or university.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

CONNECTICUT DEPARTMENT OF LABOR

Pre-Employment Screening – Authorization and Release

Completion of this form is voluntary; however, if consent to obtain this information is not given, it may have an adverse effect on your employment opportunities with the Connecticut State Department of Labor.

Applicant’s Name (Last, First, Middle): _____

Mailing Address: _____

Home Phone Number: () _____

I, the undersigned, recognize and understand that this constitutes my consent and authorization to disclose or furnish any relevant and necessary information or records to the Department of Labor concerning my character, employment, or military service as may be necessary for a determination of my suitability for employment with the Connecticut State Department of Labor.

This authorization is executed with the full knowledge and understanding that the Labor Department will take measures to protect the aforementioned information against unauthorized disclosure to any parties not having a legitimate need for it in the discharge of the official business of the Department.

I hereby RELEASE any respondent from any and all liability for damages resulting from a decision by the Department not to employ me on account of compliance, or any attempts at compliance with this authorization, except for any damages resulting from knowingly providing false or misleading information or records about me.

A copy of this authorization shall be as effective and valid as the original. This authorization shall be valid for twelve (12) months from the date of my signature.

Date Signed	Signature of Applicant
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As a candidate being considered for employment at the Department of Labor, I have reviewed a copy of the Guide to the Code of Ethics for Public Officials and State Employees.

_____	_____
Date Signed	Signature

A copy of the Guide to the Code of Ethics for Public Officials and State Employees may be obtained/reviewed at the following link:

http://www.ct.gov/ethics/lib/ethics/guides/2012/public_officials_and_state_employees_guide_december_2012_rev.pdf